

partnership with leading advertising industry associations) and created a special Children's Advertising Review Unit (CARU) to evaluate child-directed advertising and promotional material in all media against its own standards and relevant laws;

Created a National Consumer Arbitration Program to provide consumers and businesses with a fast, fair and free method of resolving disputes without resorting to overburdened courts;

Consolidated BBB's long-standing role—reviewing publicly-soliciting charitable organizations against a set of standards—into a single Philanthropic Advisory Service (now the BBB Wise Giving Alliance);

Served as the organizing body to create the Society of Consumer Affairs Professionals in Business (SOCAP) to “. . . provide for and promote the exchange of ideas, expertise and opinions relevant to consumer affairs” and “to aid business in anticipating, recognizing and responding to consumer needs, desires and expectations”; and

Began the process of utilizing emerging computer technology to better understand consumer dissatisfaction with the marketplace and provide timely, fact-based data for business, consumer groups, regulators and the public.

The BBB system accepted a major challenge in 1983, when the Federal Trade Commission (FTC) and General Motors Corporation (GM) signed a consent order, agreeing to use BBB AUTO LINE®—a consumer mediation and arbitration program—to resolve disputes arising out of certain specified component parts of GM vehicles. In 1991 (when the consent order was to expire), the FTC noted that more than 233,000 consumers received in excess of \$68 million from GM through BBB arbitration and millions of other owners received settlements from GM through BBB conciliation and/or mediation. A similar consent order was signed by Volkswagen of America in 1988, also providing for arbitration through the BBB. Today, 28 manufacturers continue to participate in BBB AUTO LINE®, nationally, with others participating on a state-by-state basis.

In 1997, the BBB system launched BBBOnLine® at a briefing at the U.S. Capitol for legislators and regulators with business and consumer leaders. This BBB program was designed to take advantage of Internet technology to provide timely information to the millions of people who were becoming “wired” through emerging Internet technologies. In 2004, the BBB system launched BBB Military Line to provide free, specialized resources to support military communities in the areas of financial literacy and consumer protection through education, outreach to service members and their families, information, data collection and BBB complaint-handling and dispute resolution.

100 years after the first BBB launched in Minneapolis, BBBs will likely have responded to over 100 million requests from consumers for BBB assistance, will accept, process and attempt to resolve roughly one million consumer complaints and will be supported in that effort by over 400,000 BBB Accredited Businesses and national partners representing many of the world's largest advertisers. In addition, BBB will very often be the “first responder” to Wed the public to new and fast-moving frauds and schemes that increasingly use high technology to prey on victims.

This fall, from September 30—October 3, 2012, BBBs from the United States and Canada will gather to celebrate their centennial anniversary in Washington, D.C., highlighting an extraordinary century of service to business and consumers with events in both the District of Columbia and at Mt. Vernon, the home of America's first President. I urge my colleagues to join me in recognizing the BBB, and that this Congress:

(1) Recognizes the 100th anniversary of the advertising industry's “fight for truth in advertising” that culminated in the founding of the Better Business Bureau; and

(2) Honors and praises the Better Business Bureau system on the occasion of its anniversary for its work to advance marketplace trust on behalf of businesses and consumers, in cooperation with government and the local, state and federal level, through a transparent process of voluntary self-regulation, public education and marketplace conflict resolution.

#### CONGRATULATING THE LEMON GROVE LITTLE LEAGUE SENIOR DIVISION ALL-STARS ON WINNING THE U.S. CHAMPIONSHIP

**HON. SUSAN A. DAVIS**

OF CALIFORNIA

IN THE HOUSE OF REPRESENTATIVES

*Monday, September 10, 2012*

Mrs. DAVIS of California. Mr. Speaker, I would like to congratulate the Lemon Grove Little League Senior Division All-Stars on becoming U.S. champions and coming in second at the Senior Division World Series in Bangor, Maine.

Getting to the World Series in Maine was no small task, and Lemon Grove showed how practicing hard and working together can really pay off.

Actually, Congress could probably learn a lot from how well this group worked together.

Lemon Grove's run to becoming U.S. champions was inspiring for everyone in the community, and we are all very proud.

Congratulations to all the families, the coaches, and of course, the players!

Mr. Speaker, I ask my colleagues to join me in recognizing the Lemon Grove Little League All-Stars and wishing them the very best in all of their future endeavors.

#### IN RECOGNITION OF GOSNOLD ON THE CAPE

**HON. WILLIAM R. KEATING**

OF MASSACHUSETTS

IN THE HOUSE OF REPRESENTATIVES

*Monday, September 10, 2012*

Mr. KEATING. Mr. Speaker, I rise today to recognize Gosnold on Cape Cod as the facility celebrates its fortieth year of service to southeastern Massachusetts.

Gosnold on Cape Cod is the largest provider of addiction and mental health services on the Cape and has been helping individuals on the road to recovery since 1972. It has grown since its founding, when it was originally known as the Pocasset Detox Center, and has continuously expanded throughout the years in order to better serve its patients. Two years after it first opened its doors,

Gosnold incorporated one of the first residential treatment programs in the country designed exclusively for women, and expanded again in 1996 to treat individuals with mental and emotional disorders in addition to individuals suffering from addiction.

Gosnold has been recognized nationally for its excellence as it has grown. In 1987, Forbes Magazine recognized Gosnold as one of the twelve leading substance abuse treatment programs in the country, and in 1995, the Emerson House Pregnancy Program, Gosnold's residential treatment center for pregnant women and women with children, was selected to be featured on ABC's Nightline. Recently, the Massachusetts Mental Health Counselors Association named Gosnold as the 2010–2011 Mental Health Agency of the Year. These are all such fitting accolades for a center whose employees have worked tirelessly to ensure that patients receive the treatment they need, along with the compassion they deserve.

Focusing on individualized treatment as well as group therapy, twelve-step principles, family involvement, and continuing care, the specialists at the Gosnold center understand that addiction is a chronic disease requiring lifelong management. Gosnold's mission—to excel in addiction and mental health treatment, to serve men, women, and families affected by these illnesses, and to promote lasting recovery—has guided the center since its inception. Surrounded by the restorative and calming qualities of the Cape Cod shoreline, Gosnold has allowed those affected by addiction and mental illness to find peace and stability after turmoil.

Mr. Speaker, it brings me great pride to honor Gosnold on Cape Cod as it celebrates its fortieth year of service to its patients and to Massachusetts. I urge my colleagues to join me in congratulating the center for its steadfast leadership in the treatment of addiction, and for its dedication to the patients it serves.

#### TO HONOR THE LIFE OF JUDY GALLO

**HON. DENNIS J. KUCINICH**

OF OHIO

IN THE HOUSE OF REPRESENTATIVES

*Monday, September 10, 2012*

Mr. KUCINICH. Mr. Speaker, I rise today to honor the life of a tireless advocate for workers, Judy Gallo. She is survived by her husband, two sons, a step-daughter, a sister, a sister-in-law, a daughter-in-law, co-grandmother and grandson.

Ms. Gallo's work experience included spending three years in the 1960's campaigning for civil rights with the Student Non-violent Coordinating Committee in the south, working as a youth leader in New York City, helping lead the Cleveland peace movement, acting as a leader with Peace Action and Women Speak Out for Peace, and attempting to organize a nurses union at MetroHealth.

Upon retiring, Judy remained active in the United Labor Agency serving as Outreach Coordinator, and beginning in 2001 helped register several thousand Cleveland voters through the development of the Greater Cleveland Voter Coalition.

As her illness became more assertive Ms. Gallo did not allow her inability to walk, read,